

Dear Consumer:

The Cambridge Consumers' Council office works in cooperation with the Massachusetts Attorney General's Office with the goal of assisting in the resolution of consumer/business disputes in a manner that avoids the need for formal legal action. We can provide information on your rights as a consumer as well as practical advice for a self-help solution. If necessary, we will intervene directly by contacting the other party to actively negotiate a settlement. If this effort is not successful, you will be offered guidance as to other options, such as Small Claims Court.

Please fill out the consumer complaint form carefully and thoroughly before mailing it back to this office. Please attach **photocopies** of receipts, letters, contracts, and any other pertinent information that will further support and explain your claim.

You must return the complaint form and attachments before we can act on your complaint or provide you with further advice. Complaints are reviewed and assigned to a staff mediator in the order in which they are received. As soon as possible, a mediator will contact you to follow up on any new developments in your case or to request additional information. We will then inform you if your complaint is forwarded to another consumer office, state agency, or federal agency that is more appropriate to handle your complaint.

This office seeks to identify trends that indicate unfair or illegal business practices, which may warrant the Attorney General's intervention. Therefore, even if your complaint is resolved before our office is able to intervene, you may still choose to file a complaint, thus making a record of the inappropriate business practice. If this is your preference, please advise us accordingly as others may benefit from your filing a complaint.

Sincerely,

The Cambridge Consumers' Council

*The Cambridge Consumers' Council does not discriminate on the basis of disability. The Consumers' Council will provide auxiliary aids and services, written materials in alternative formats, and reasonable modifications in policies and procedures to persons with disabilities upon request.*